NETWORK MANAGER REPORT

JULY 2004

SUBMITTED BY Winn McInnis, General Manager

OVERVIEW

Operations

The development of the ten projects set to go live in the next three months, our new partnership opportunities and marketing efforts have kept us very busy. The Alabama Interactive team continues to work enthusiastically to meet the aggressive goals of the next few months and beyond.

Highlights during the month were:

- The Department of Revenue intends to "soft" roll-out the personalized plate reservation system beginning August 3, 2004. This will allow the piloting counties additional time to acclimate themselves to the production version of the system. Promoted release will occur in late August through early September.

- The Department of Revenue's Local Government Reporting project is on track for delivery in late September. This service will allow locality officials to review reports, charts, and graphs of their collected tax revenues online. ADOR will utilize this service as a marketing tool to localities, encouraging them to become ADOR-managed localities.

- Revisions to the Point-of-Sale Hunting and Fishing Licensure application are complete. These revisions allow for interaction with the new DCNR database. These changes will also allow for additional services for military personnel and for all DCNR offices to sell licenses electronically.

- The DCNR Hunt Outdoor Alabama and Bartram Canoe Trail projects are on schedule for release in August. These services will be promoted to outdoorsmen and women at the annual Buckmasters Expo.

- The Homebuilders Licensure Board online services and alabama.gov were met with praise at the annual Home Builders Association conference. Alabama Interactive staff and HBLB staff presented the online services at six meetings and via a booth presence at the conference.

- The Alabama State Bar's annual meeting was a good opportunity to promote the State Bar's license and membership renewal program, as well as the many services for attorneys available on alabama.gov. Many attorneys shared their pleasure with the online renewal service and provided some feedback for other services they would like the portal to offer.

- The Alabama Real Estate Commission's Education Management service is being piloted by several continuing education providers throughout the state. The Commission plans to open the service to the general, education community in October.

- The Alabama Digital State Survey response was completed and provided to the Center for Digital Government in July. While Alabama did not make the Top Twenty-Five list, our preliminary standings indicate an improvement by more than fifteen places, a significant achievement.

- The Department of Conservation and Natural Resources has requested a meeting to discuss a shopping cart. This application has been successfully implemented in other NIC states and could be a great service for other agencies.

- K-Mart plans to move all stores to electronic licensing beginning September 1, 2004. This will add another 28 stores to the POS user population.

Marketing

The press release for the new alabama.gov was released on July 30. We expect its release to have a positive impact on our application for Best of the Web, as well as portal and service traffic.

Our marked improvement in the Digital State Survey is planned for promotion in August. We have requested our final standings, as well as a report on where Alabama excels and where we can improve. That report will be the basis for our release.

Outdoor Alabama television has begun filming and will begin airing in August. alabama.gov is sponsoring the closed captioning of the show.

The Alabama In-Touch promotional flyer will be put to use in the coming months as a method for developing new agency partnerships. We expect this free service to be very positive for our agency partners, allowing them increased accessibility to their constituents.

alabama.gov was once again featured in the "Best of" edition of Montgomery Living magazine the advertisement called alabama.gov "Your Best Resource for online government services and information." We will continue promotion in Montgomery Living, including an advertorial in the Business edition.

Development

ABN has requested a License Verification application which will allow licensed Alabama nurses to request a verification letter to be sent to potential employers. This application is currently in staging awaiting final release by ABN.

Alabama Department of Environmental Management's Phase II Storm-water permitting application is awaiting final changes from the partner. This service gives companies and government agencies the ability to notify ADEM if their construction plans might contaminate a water source. This application is currently in partner testing.

The Department of Revenue has requested an application to allow Alabama residents the ability to reserve a personalized tag online. The application will also allow for County Offices to reserve personalized tags for individuals as well.

Real Estate has requested an application to allow Schools and Instructors the ability to electronically file their roster information to AREC. This will hopefully improve efficiencies for the Schools, Instructors, and AREC. This application is currently in User Testing.

ABN has requested some changes to their license renewal application. These changes will make it easier for ABN to track Continuing Education hours. This application is currently in development.

The Department of Conservation and Natural Resources has requested an application that would give citizens the ability to reserve camp sites online. This application is currently in User Testing.

The Department of Revenue has asked if we could look at developing an application that would give localities the ability to view their tax reports online. The department would also like to embed charts into some of these reports. This application is currently in the business/technical design phase awaiting final requirements from the department.

The Board of Architects has asked if we could develop an application that would **allow licensed architects to renew their licenses online. This application would follow the guidelines and procedures created by the board. This application is currently in development.**

The Alabama Department of Environmental Management has requested an application that would allow citizens to register for classes online. Because of space constraints the application would also give notice to potential registrants if they would not be able to register online due to these limitations. This application is currently in the development phase.

The Department of Conservation and Natural Resources requested some updates to their hunting and fishing application. These changes included updates to the licensing tables as well as new interface designs for some license types. Another new update is to allow Point-of-Sale customers the ability to sale licenses to military personnel as Alabama residents. This application is currently in production.

The Department of Industrial Relations has asked Alabama Interactive to assist them with taking payments online. To facilitate this request AI has been working with DIR, and their current application contractor to develop a communication scheme that would enable AI to process these payments and notify DIR of the successful transaction. This application is currently in the technical design phase.

The Department of Conservation and Natural Resources has requested an application that would allow hunting experts to partner with novices to share their hunting knowledge and experiences. This application is currently in the business/technical design phase.

PROJECT REPORT

COMPLETED!

Completed in 2002

Alabama Board of Nursing	· Renewal of Registered Nursing License · Reactivation of a Nursing License · Reinstatement of a Nursing License
Alabama Department of Public Safety	· Electronic Access to Motor Vehicle Records

Alabama Real Estate Commission	· Renewal of Real Estate Licenses
	· Broker/Agent Certification
Alabama Secretary of State	· Merchant Services

Completed in 2003

Alabama State Banking Dept.	· Renewal of Small-Loan and Mini-Code License
	· Renewal of Pawn Broker License
	· Renewal of Mortgage License
Alabama State Bar	· Membership Renewal
Alabama Board of Chiropractic Examiners	· Renewal of License
	· Licensee Verification
Alabama Department of Conservation and Natural Resources	· Online Hunting and Fishing Licenses
	· Hunting and Fishing Licenses/Point-of-Sale
	· Probate Court Point of Sale Hunting and Fishing Licenses
	· Oak Mountain Bow Hunt Registration
	· Outdoor Alabama Subscription
Alabama Department of Finance, Office of the CIO	· Alabama State Portal
Alabama Department of Insurance	· Merchant Services
	· Merchant Services for Provider Renewals
Alabama Board of Nursing	· License verification and disciplinary status-Subscriber
	· Name and Address Change
	· LPN Renewal
Alabama Real Estate Commission	· Instructor License Renewal
Alabama Department of Revenue	· Sales, Use and Lodging Tax Filings
	· Refund Status for Individual Income Tax
Alabama Secretary of State	· UCC (Uniform Commercial Code) Filings

Completed in 2004

Agency	Application	Description	Status
Alabama Department of Conservation and Natural Resources	Becoming an Outdoors Woman Registration	This service will allow women to register for the outdoor education conference.	This application is complete and in production.

Alabama Department of Environmental Management	Waste Water Operator License Renewal	This application allows holders of the waste water and drinking water operator's license to renew online.	This application is complete and in production.
CIO's Office, Alabama Department of Finance	Alabama InTouch (Constituent Notification)	This application will allow users to sign up to receive notification of Web site changes, press releases and other announcements.	This application is complete and in production-pilot.
Alabama Home Builders Licensure Board	Initial Application Download and payment	This application allows home builder initial licensees to download application information online and pay the application fee.	This application is complete and in production.
Alabama Board of Nursing	Original Licensure by exam.	This application will allow nursing school graduates to apply for a license online.	This application is complete and in production.
Alabama Public Service Commission	Supplemental Motor Carrier Authorization	This application allows persons who are paid to carry cargo intrastate to apply online for authorization.	This application is complete and in production.
Alabama Board of Nursing	Licensee database search and download	This application allows hospitals, insurance companies, etc. to download the nursing roster	This application is complete and in production.
Alabama Board of Nursing	Original Licensure by endorsement.	This application will allow nurses transferring from another state to apply for an Alabama license online.	This application is complete and in production.
Alabama Board of Nursing	License verification for individuals	This service allows nurses to request official verification of licensure.	This application is complete and in production.
Alabama State Motor Pool	Fleet vehicle reservation	This service will allow state employees to reserve fleet vehicles for state business	This application is complete; Agency has not launched.
Alabama Real Estate Commission	Mailing Labels	This application allows users to download mailing labels of licensed real estate agents and companies.	This application is complete and in production.

Alabama Real Estate Commission	Continuing Education Providers Services	This application will allow continuing education providers to report student attendance, etc.	This application is complete; Agency has not launched.
Alabama Department of Revenue, Motor Vehicles	Personalized License Plate Reservation	This application allows users to temporarily reserve a personalized license plate.	This application is complete; Agency has not launched.

IN TESTING…..

Agency	Application	Description	Status	Target Date
Alabama Board of Architects	License Renewal	Online application to allow architects to renew their license online	This application is in development	August 2004
Alabama Department of Conservation and Natural Resources	Bartram Canoe Trail Reservations	This application will allow the reservation and payment for camping on canoe trail platforms.	This application is in development	August 2004
Alabama Department of Environmental Management	Phase II Storm-water permitting	This application allows for the submission of a construction watershed permit.	This application is on hold pending some agency discussion/ decision.	November 2004

IN DEVELOPMENT . . .

Agency	Application	Description	Status	Target Date
Alabama Department of Conservation and Natural Resources	Hunt Outdoor Alabama	This application promotes mentoring among Alabama's outdoorsmen population.	This application is in development	September 2004
Alabama Board of Cosmetology	License Renewals	This application will allow persons licensed by the Board of Cosmetology to renew their license online.	This application pending a database redesign	July 2005

Alabama Department of Environmental Management	"Smoke School" Registration	This application will allow individuals to sign up for visible emissions training online	This application is in development.	August 2004
Alabama Home Builders Licensure Board	License Renewal	This application allows users to renew their home builders license	This application is in development.	August 2004
Alabama Department of Industrial Relations	Merchant Services	This application will allow employers to pay quarterly filing fees.	This application is in development.	September 2004
Alabama Board of Pardons and Parole	Payment of Parole and Restitution Cost	This application will allow parolees to pay restitution fees online.	In development. Pending data from the agency.	October 2004
Alabama Board of Pharmacy	License Renewal	This application will allow ALBOP licensees to renew their licenses and pay the renewal fee.	This application is in development.	September 2004
Alabama Real Estate Commission	Contact Information Change	This application allows for the changing or updating of addresses and personal information.	This application is in the pre-project planning phase.	January 2005
Alabama Real Estate Commission	Original Licensure	This application will allow potential licensees to apply for a license online.	This application is in the pre-project planning phase.	January 2005
Alabama Department of Revenue, Sales Tax Division	Local Government Report Distribution	This application will allow local governments to download their revenue reports via the Web.	This application is in development.	September 2004

SERVICE REQUESTS

Service Request #50
Alabama Department of Conservation and Natural Resources, Hunt Outdoor Alabama
Alabama Interactive requests and recommends this service for the Alabama Department of
Conservation and Natural Resources is added to the network as a charge service.

MONTH IN REVIEW

Total July AI Network Transactions:	175,221
Average Successful Request per Day:	5,652
Total July alabama.gov "Visitors":	100,744
Total July alabama.gov "Page Views":	253,526
Total July alabama.gov "Chats" or "Offline Messages" from Live Help:	568

OPERATIONS & ADMINISTRATION

We are able to use developers currently allocated to NIC Solutions as needed. We have used this
resource and in the past and will likely do so, again, over the next few months.

We have placed an advertisement for a customer service representative. This person will assist with
Live Help, subscriber services and Point-Of-Sale users and other portal users, as well as some other
office duties.

OTHER BUSINESS/IN CLOSING

We are very excited about the progress made in July. The staff worked very hard to deliver the Real
Estate Education Management service and the Board of Nursing's individual license verification
application and the Personalized Plate Reservation service for the Department of Revenue. We are
pleased with the development of new partnerships and excited about the opportunities presented by
our long-term partners.

As always, your advice and support are appreciated.

Please feel free to call on me with any questions or comments.

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Respectfully Submitted,
Winn McInnis